



Office of the Secretary of State

NVRA Process

Overview

NVRA – the National Voter Registration Act provides a mechanism to remove voters from the voter registration list. That process is simply called the NVRA process. Information from the NVRA process is collected for each 2-year cycle for the *Federal Report*. You must track the information from the processes below, and report to SOS the data.

Before you do anything in the NVRA Process module, run a search in MT Votes of all Active voters in your county that have a status of NVRA 1st Notice Sent from a previous NVRA process run. Please go through any voter returned in this search and verify whether or not they need to have this status removed. The only reason a voter would have NVRA 1st Notice status is if you did not complete the process by sending 2nd Notices. If this is the case, the status should remain and this voter will automatically get pulled into your 2nd notices. Otherwise, change the voter to Active before beginning the NVRA process for the current cycle.

The NVRA Process contains 3 steps, [cancelling inactive voters](#) who were inactivated in previous NVRA process runs, sending [NVRA notices](#) to electors who have not participated in previous election(s) and marking electors who did not respond to NVRA notices as [Inactive](#). The NVRA process also has a section for tracking [undeliverable NVRA notices](#).

Please follow the steps below to complete the entire NVRA process:

Step 1: Canceling Inactive Voters

Inactive voters who have not voted in the last two federal general elections after they were inactivated *and* have no other activity in that time will have their registrations **cancelled**. After being cancelled they are no longer registered to vote and must re-register.

- 1) Access MT Votes and click the [NVRA Process](#) link.
- 2) From within the NVRA Process, click on the [Step 1 - Cancel Voters](#) tab, if you are not already on that tab.
- 3) Select the [For 2 federal general elections option](#) radio button and then click the [Search](#) button.

NOTE: The date presented to the left of the “For 2 federal general elections” represents the date of the federal general election two elections back. If this date is very far back, you should close your past elections. See [Closing Elections](#) for instructions on closing elections.

NOTE: The search can take some time. Be patient. When it completes you will see a list of voters.

- 4) The Search results section of the [NVRA & Cancel Voters](#) screen will display a list of voters the system identifies as meeting the criteria to be canceled. Carefully examine each voter in the [Search Results](#) list and uncheck the boxes next to any record that you determine should not be canceled due to some type of voter initiated activity.
- 5) Click the [Report](#) button (circled in red) to generate a list of inactive voters scheduled to be canceled. You should save or print this list and keep it in your files.

NOTE: The report is not a list of cancelled voters, but a list of inactive voters that MT Votes has determined are eligible to be cancelled.

- 6) Click the [Cancel Voters](#) button (circled in green) to cancel all checked records.

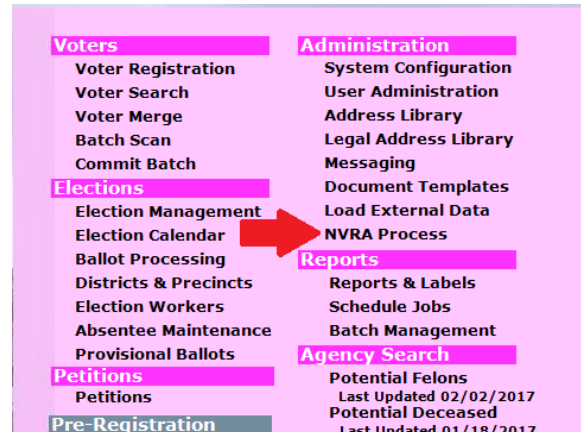


Figure 1 NVRA Process on the main MT Votes screen.

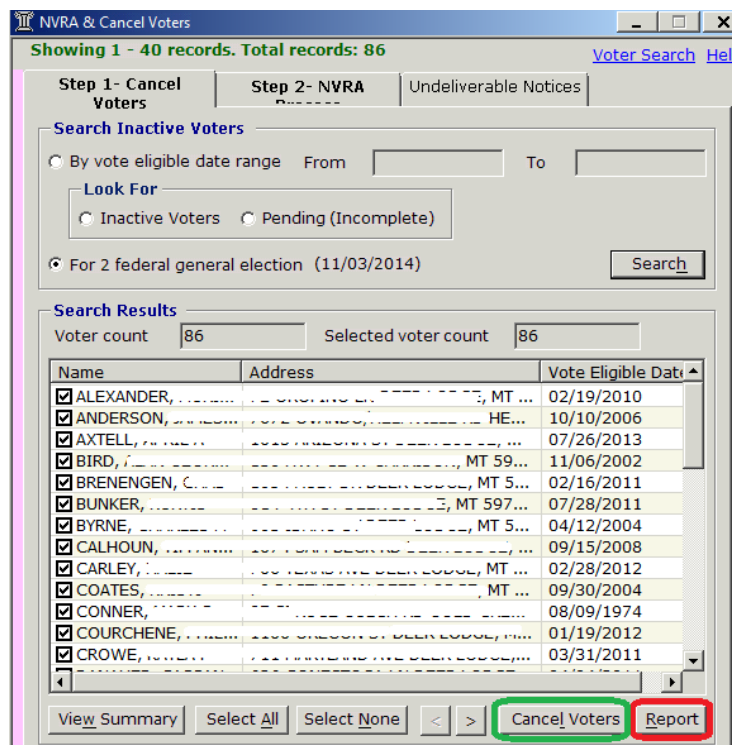


Figure 2 The NVRA & Cancel Voters Step 1 tab. All voters with checkmarks next to their names will be cancelled.

NOTE: The Cancel Voters button is only available to MT Votes users with enhanced permissions.

- 7) Click Yes on the canceled voter dialogue box only after you have fully researched each record.
- 8) All selected voters have now been cancelled and are no longer registered voters.

NOTE: The cancellation process can take some time. Please be patient.

Step 2: The NVRA Process

Important Note: Information from the NVRA process is collected for each 2-year cycle for the Federal Report. You will need to [track the information](#) from the processes below, and report that data to the Secretary of State.

NOTE: You cannot begin Step 2 – NVRA Process until Step 1 – Cancel Voters has been completed.

- 1) On the home screen of MT Votes click on NVRA Process.
- 2) Click on the Step 2 - NVRA Process tab.
- 3) In the Elections dropdown select the most recent Federal General election.
- 4) Select the bullet next to 1st Notice, and then click the Calculate Voters Button (circled in green).
- 5) MT Votes will determine those voters who should receive the first NVRA notice and display a count of those voters in the Voter Count field (circled in blue).
- 6) Use the Extract button (circled in red) to create a spreadsheet of the information to save for your records.

NOTE: The voter count and extract report can take some time. Please be patient.

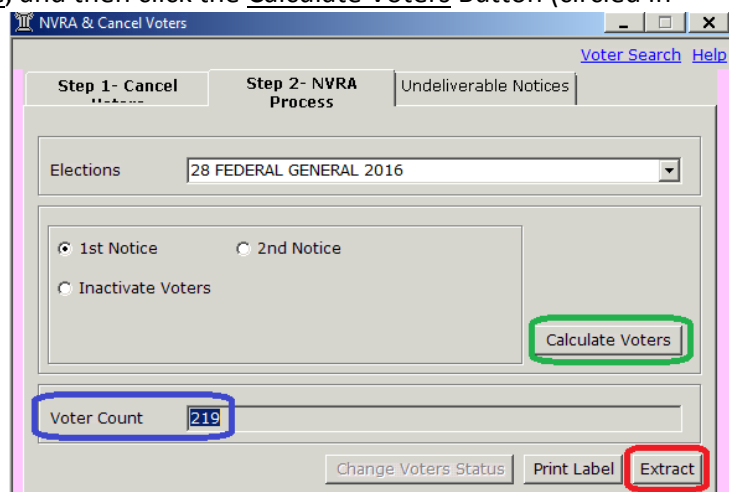


Figure 3 The top half of the Step 2 - NVRA Process tab.

NOTE: The extract data can be very useful in troubleshooting the NVRA Process should you run into issues.

7) If you had voters listed in the [Cancel Voters](#) process above that you did not cancel you will get a popup asking if you want to continue to step 2 even though you did not cancel all the voters in step 1.

- a. If you wish to return to [Step 1 Cancel Voters](#) click **No**. *This will exit [Step 2 – NVRA Process](#).*
- b. If you wish to continue to generate 1st notices for eligible voters, click **Yes** and continue to step 8 below.

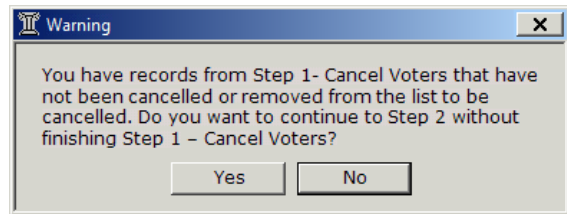


Figure 4 This popup will only appear if you did not cancel all voters listed on the Step 1 - Cancel Voters tab

- 8) When the extract is ready the bottom half of the [Step 2 – NVRA Process](#) tab will populate with output parameters. Follow the steps below to send the file to a special MT Votes folder on your computer
- a. Unless you plan on embedding the extract into a website, click the [Text File](#) radio button (circled in black).
 - b. Set the [Delimiter](#) field to Comma (CSV)
 - c. Click the [Include Row Header](#) checkbox
 - d. Click the [Browse](#) button to tell MT Votes where to save the Extract file. The [Save As](#) window will open.

NOTE: The locations referenced on the [Save As](#) window are not on your computer. They are instead on the MT Votes server. **The only location you can use is the [C\\$ \(\\Client\) \(V:\) location](#). Saving to any other location will cause your extract to be lost.**

- e. Click the [C\\$ \(\\Client\) \(V:\)](#) location.
- f. Double-click the [MT Votes](#) folder on the right pane of the [Save As](#) window.
 - i. If the [MT Votes](#) folder does not exist, create it by right clicking in any white space on the right pane of the window and selecting **New > Folder**.
- g. Type a name for your extract in the File Name field. Be sure to use a file name that will make sense to you such as “NVRA-Extract-May2017”.
- h. Click the [Save](#) button to save your extract. You will be returned to the [Step 2 – NVRA Process](#) tab. The File Path field is now populated with the location where your extract will be saved.

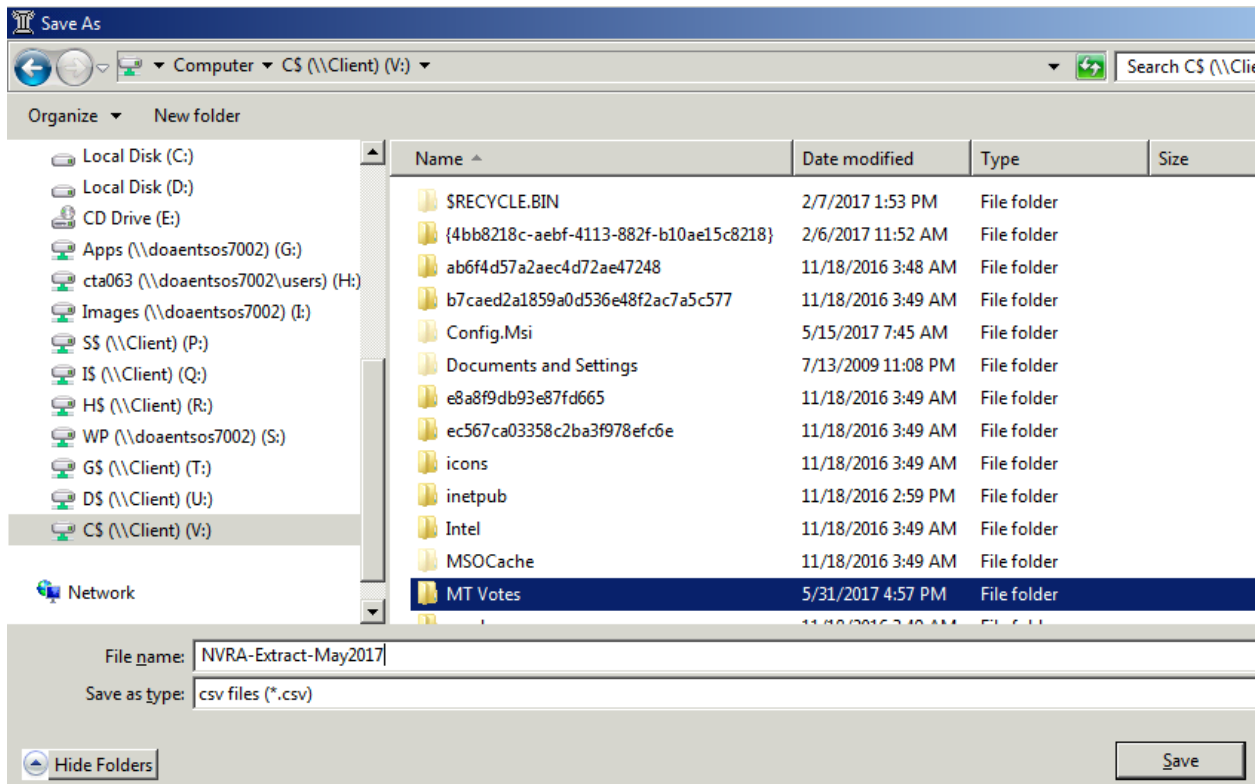


Figure 5 The Save As window. If you've followed the instructions properly, the right pane of the window will likely be blank or have very few files listed. If your screen looks like the image above, you will likely need to click Save twice, once to open the MT Votes folder, once to set the extract save location.

NOTE: Your extract has not yet been saved.

- 9) Click the Extract File (circled in purple) button to send the extract to the location you selected.
- 10) With the extract completed for your records you may now click the Print Label button (circled in orange) to generate labels. Use these labels to send the first NVRA notice.

NOTE: Generating labels can take some time. Please be patient.

- 11) Once the labels are generated the Change Voters Status button will become active. Click this button to update the Status field of these voters' records to **Active – 1st NVRA Notice**.
- 12) After the 1st notices are sent out, voters have 30 days to respond. Update voter records according to voter responses.

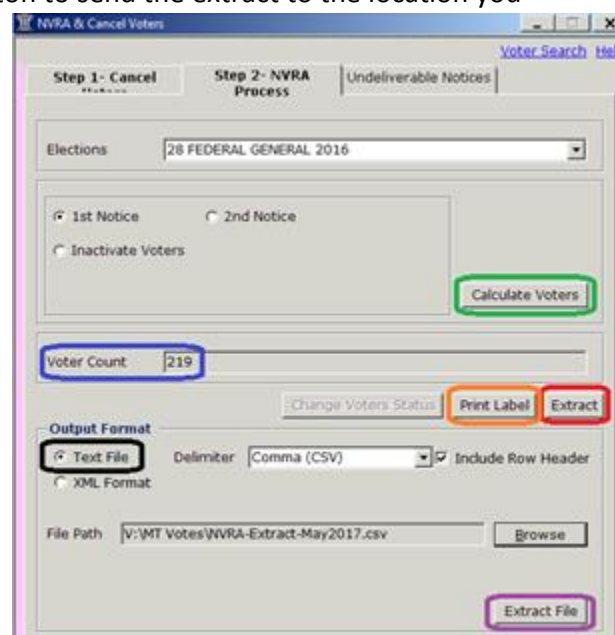


Figure 6 The Completed Step 2 - NVRA Process tab with populated Output Format section.

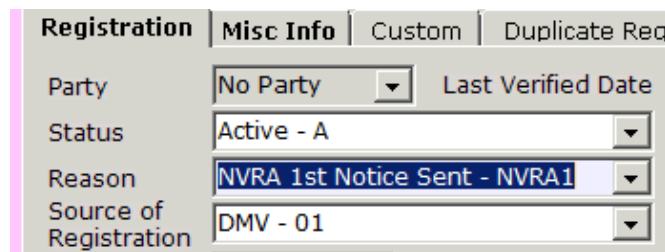
13) Notices that are returned undeliverable should be tracked using the [Undeliverable Notices](#) tab.

NOTE: NVRA First and Second Confirmation forms can be found at <https://sos.mt.gov/elections/officials/forms#384234569-nvra-forms>

14) After 30 days, those voters who have not responded will receive the 2nd notice. Repeat steps 1-11, but select 2nd Notice in [step 4](#).

- a. Be sure to extract the second notice information and save for your records.
- b. As with step 11, clicking the Change Voter Status will change the voter's status to **Active – 2nd NVRA Notice**.

15) After the 2nd notice is sent, voters will have 30 days to respond. Update voter records according to voter responses.



Registration	Misc Info	Custom	Duplicate Req
Party	No Party	Last Verified Date	
Status	Active - A		
Reason	NVRA 1st Notice Sent - NVRA1		
Source of Registration	DMV - 01		

Figure 7 Clicking the Change Voters Status button changes the voters Status and Reason fields as shown here.

Tracking Undeliverable Notices

Undeliverable NVRA notices should be tracked within the NVRA & Cancel Voters module, on the Undeliverable Notice tab. Follow these steps to track these undeliverable notices:

NOTE: A undeliverable Mail Ballot can also serve as an NVRA mailing¹. If you receive an undeliverable mail ballot notice you may use the steps outlined below.

¹ In accordance with the National Voter Registration Act an undeliverable mail ballot or undeliverable mail ballot notice cannot be used as NVRA notifications if they are sent within 90 days before an election. See <https://www.justice.gov/crt/national-voter-registration-act-1993-nvra> section 37 for details.

- 1) Access the NVRA Process in MT Votes. The NVRA & Cancel Voters window appears.
- 2) Select the Undeliverable Notices tab
- 3) Enter the voter's ID number in the Voter ID field. *Do not click Add yet.*
- 4) Select the radio button for the appropriate NVRA notice that was returned undeliverable: first or second.
- 5) Enter the date the notice was returned undeliverable.
- 6) Click Add to add the notice to the batch.
- 7) Repeat as needed for all undeliverable notices you have received.
- 8) When all notices have been added to the batch, click the Create button (orange arrow) to add the undeliverable notice to those voters listed in the batch.

The screenshot shows the 'NVRA & Cancel Voters' window with the 'Step 2 - NVRA Process' tab selected. The 'Undeliverable Notices' sub-tab is active. A 'Voter ID' field contains '450212198' and an 'Add' button is next to it. Below this, three radio buttons are present: 'Undeliverable 1st NVRA Notice' (selected), 'Undeliverable 2nd NVRA Notice', and 'Undeliverable Mail Ballot Notice'. A 'Date' field contains '06/01/2017'. A table below shows a single entry: #1, Voter ID 450212198, Name SOLO, HAN. At the bottom, there are 'Create', 'Delete', and 'Close' buttons. An orange arrow points to the 'Create' button.

Figure 8 Tracking undeliverable notices in the NVRA module

NOTE: If a voter needs to be removed from the batch, perhaps they provided an updated mailing address, you may do so by clicking the Delete button.

Step 3: Inactivation

If voters have still not responded within 30 days after sending the 2nd notices, the final step is to inactivate voters.

- 1) To inactivate voters, access the NVRA Process and select the Step 2 - NVRA Process tab.
- 2) Select the radio button to the left of Inactivate Voters.
- 3) Click the Calculate Voters button. This will generate a count of all voters scheduled to be inactivated.
- 4) Be sure to extract and save this information just as you did for the NVRA notices in [Step 7 a-h](#) and [step 8](#) for your records before proceeding.
- 5) Click the Change Voters Status button a final time to change any remaining voters from **Active 2nd NVRA** status to **Inactive**.

Tips:

- If at any point you are unclear to whether you are on the step for 1st or 2nd notices, you can click the bullet next to each and calculate voters. If the voter count shows 0 then you have already completed that step.

- Extracting a list of voters at each step is vital, as this information is used for federal survey reporting. (If you need assistance with the extract process, please call the help desk).
 - Specifically, for federal reporting you will need to track the number of 1st and 2nd NVRA confirmation notices sent, and which of these resulted in:
 - confirmation by the elector
 - cancellation at the voter's request (including deceased)
 - were returned undeliverable
 - were never returned
 - When you have completed your cancel voters and NVRA process, please immediately complete the NVRA section of the Federal survey found at <http://sos.mt.gov/Portals/142/Elections/Documents/Officials/Federal-Survey-Questions.xlsx> and email it to soselections@mt.gov.
- NVRA First and Second Confirmation forms can be found at <https://sos.mt.gov/elections/officials/forms#384234569-nvra-forms>
- Be sure to review and adhere to all NVRA related timelines.

As always, if you need assistance contact the MT Votes helpdesk via email at SOShelpdesk@mt.gov or via phone at 866-541-6767